

e-Learning and Knowledge Management: Two Sides of the Same Coin

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Human Capital



Retiring Government Workforce



Merging Disciplines



Performance Support



Real-Time Capture

Agenda

- ✍ The Value of Human Capital
- ✍ The Volatility of Human Capital
- ✍ Similarities and Differences between
- ✍ e-Learning and Knowledge Management
- ✍ Effectively Merging Knowledge Management
with e-Learning
- ✍ Examples
- ✍ Summary

The value of human capital







Organizations are only as valuable as the human intellectual assets they have

Only 10-15% of learning occurs in a formal training situation


- ✍ How much experience do new employees bring to their positions?
- ✍ How long does it take for individuals to truly learn to be effective in their work?
- ✍ How do workers gain the knowledge they need to be most effective?

The Volatility of Human Capital

Impact of turnover

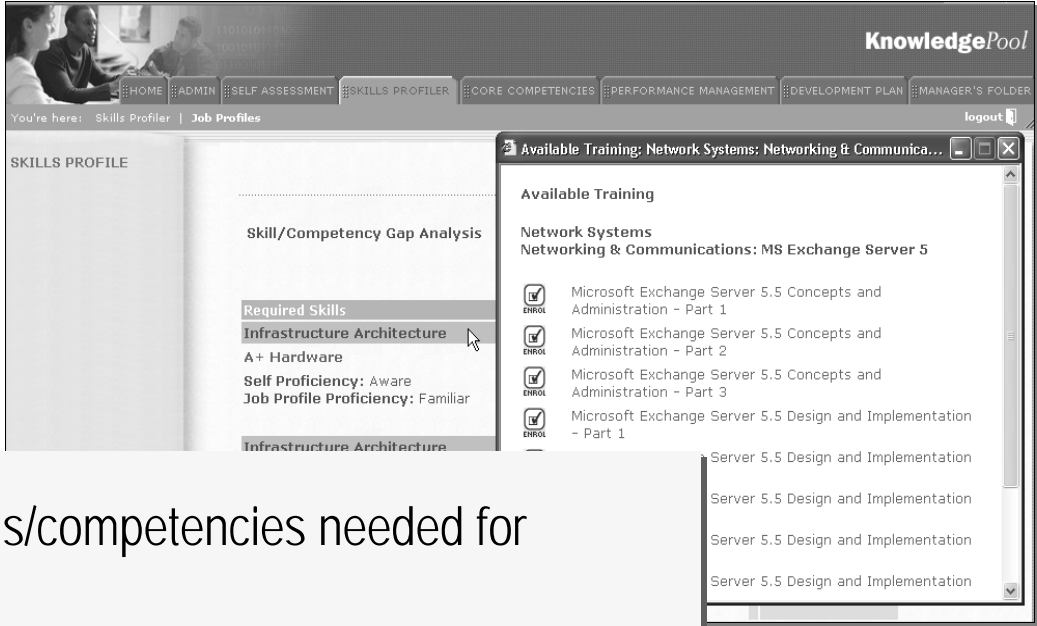
-  September 11, 2001 loss
-  Rising retirement of the government workforce – approximately 281,000 will retire between the years of 2001-2005
-  Baby-boomers retiring over the next 3-5 years
-  Massive Downsizing
-  Agency consolidation
-  Outsourcing

Costs involved

-  DOL statistics:
 - ? of new hire's annual salary to replace a non-exempt employee
 - 300% of a professional or managerial employee's salary for replacement

Capturing Human Capital

Talent Management



The screenshot displays the KnowledgePool Skills Profile interface. The main section is titled 'SKILLS PROFILE' and contains a 'Skill/Competency Gap Analysis'. Under 'Required Skills', 'Infrastructure Architecture' is highlighted. Below this, it shows 'A+ Hardware', 'Self Proficiency: Aware', and 'Job Profile Proficiency: Familiar'. A pop-up window titled 'Available Training: Network Systems: Networking & Communication...' is open, listing several training modules for Microsoft Exchange Server 5.5, including 'Concepts and Administration - Part 1', 'Concepts and Administration - Part 2', 'Concepts and Administration - Part 3', and 'Design and Implementation - Part 1'. Each module has an 'ENROL' button next to it.

Tells user skills/competencies needed for particular job

Provides links to training and enrollment

Places course in user's Learning Portfolio

KnowledgePool

Capturing Human Capital

Job Profiles

Develop comprehensive Job Profiles
Describes skills/competencies for job in organization
Managers develop profiles
Employees match personal profiles to jobs of interest

Talent Management System
SKILLS PROFILE VIEW
Network Administrator 2

View a Gap Analysis

Job Information

Job Title	Network Administrator 2
Department	Information Systems
Location	Home Office Operations
Reports To	Network Manager

Responsibilities	Use network management systems software and analysis equipment to collect statistics, model performance and create reports as required. Carry out routine configurations and installations. Diagnose network problems.
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Education

ed/Desired

Desired Rating

0

0

KnowledgePool

Similarities and Differences between Knowledge Management and e-Learning

✍ Knowledge Management ✍ Strategic, focus on intellectual capital

- Content management

- Business intelligence

- Workflow

- Expertise management

- Collaboration

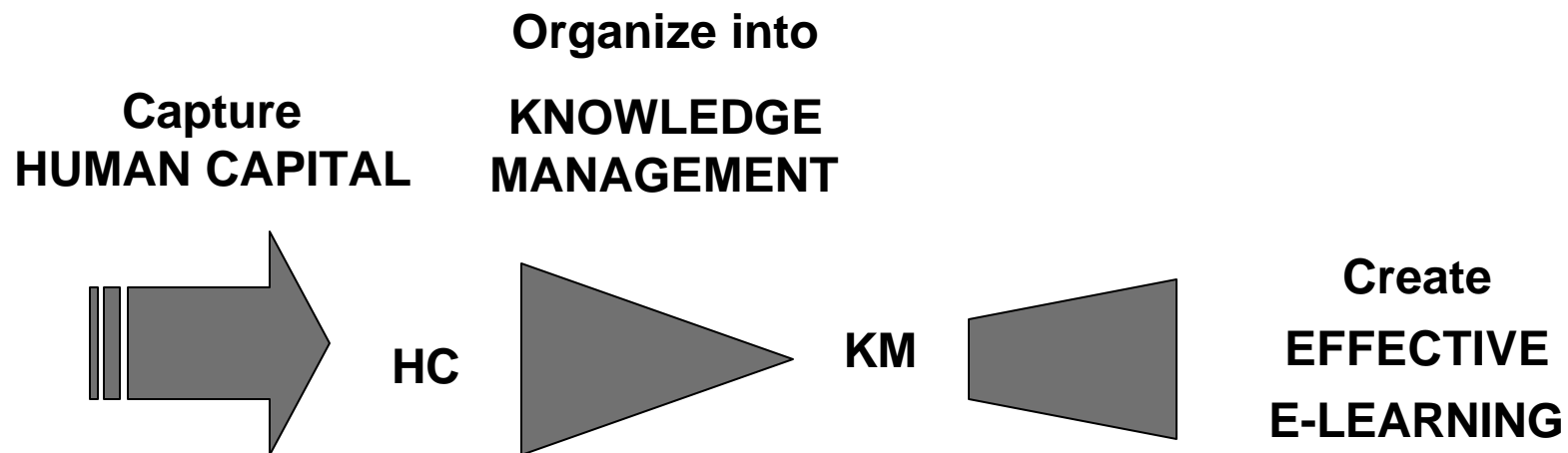
✍ e-Learning ✍ Tactical, focus on departmental issues

- IT

- Proprietary Systems

- HR

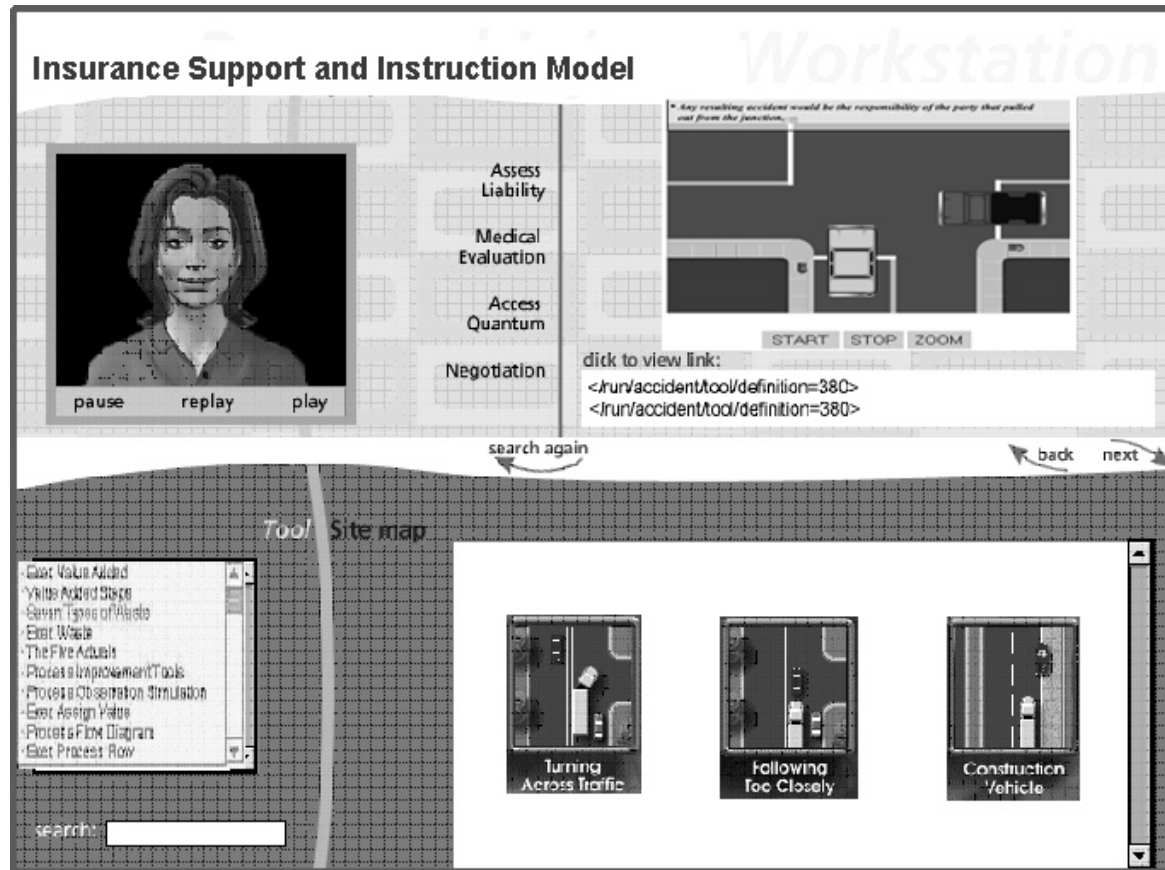
Effectively Merging Knowledge Management with e-Learning



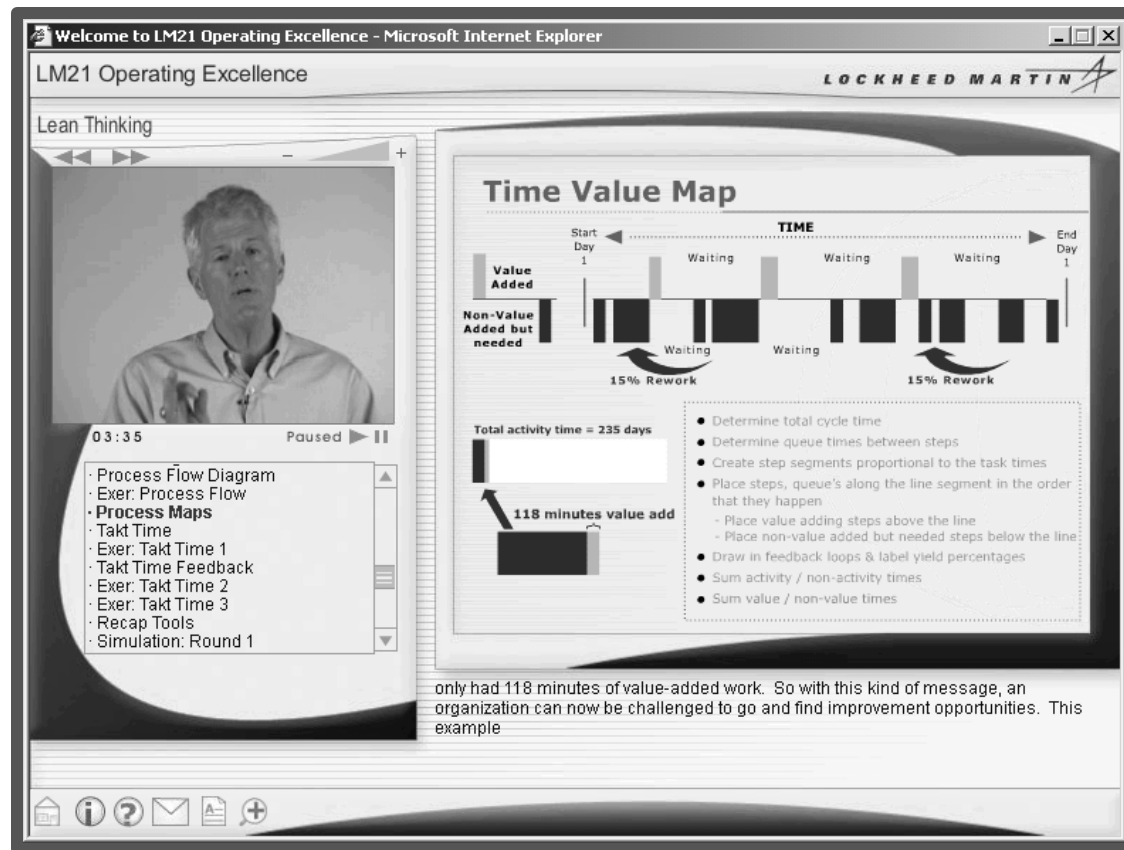
Effectively Merging Knowledge Management with e-Learning

- ✍ Daily use is integrated into activities
 - ✍ KMS, LMS, LCMS
- ✍ Learning designed effectively
 - ✍ Modularity – short and concise
 - ✍ RLO – change a learning object and learning content is automatically updated anywhere the object appears
 - ✍ Knowledge capture is easily implemented
 - ✍ Technology is effectively used

Cost Effective Example: Scenario-based Performance Support



Cost Effective Example: Real-Time Capture™



Cost Effective Example: Learning to Go™

Access mobile learning:

- Review up-to-the-minute information
- Retrieve support/reference materials
- Learn from experts
- Model behaviors and skills
- Download learning daily from enterprise database
- Upload test results/Q&A



Summary

- ✍ Integrating Knowledge Management and e-Learning makes each more robust and relevant
- ✍ Always start from a strategic, enterprise-wide perspective
- ✍ Broaden accessibility, encouraging collaboration
- ✍ Make it simple ✍ a natural part of the workflow process

Federal Service Vehicles

Purchase GLS services
using one of the following vehicles:

The OPM/TMA Contract

technology-based learning products
knowledge management systems
performance support tools
classroom training materials
consulting services
implementation support

**Open to all Federal, state and local
agencies and the military**

The FAA/BITS Contract

IT related services
Y2K solutions
help-desk administration
systems software engineering
life cycle management

Open to the FAA

The GSA Schedule

consulting services
training services
materials development services
integration

Open to all Federal agencies

The CIO-SP Contract

technical services
training services

Open to all Federal agencies

The VANITS Contract

instructional training programs
program design/development
instructional materials
interactive multimedia training

Open to all Federal Agencies



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Questions & Answers

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